



CALIFORNIA DEPARTMENT OF VETERANS AFFAIRS

Veterans Services Division
1227 "O" Street, P.O. Box 942895
Sacramento, CA 95814
(916) 653-2573 FAX (916) 653-2563

Veterans Services Division BULLETIN

DATE: March 30, 2007

NUMBER: 07-04

TOTAL PAGES: 2

TO: ALL CVSO'S

SUBJECT: STATE BENEFITS SEAMLESS TRANSITION INITIATIVE

In September 2006, the U.S. Department of Veterans Affairs (USDVA) and the Florida Department of Veterans' Affairs (FDVA) began a pilot project to notify the FDVA when a severely injured service member from Florida was being moved from one of the major Military Treatment Facilities to Florida for treatment at a local VA medical center. With the service member's authorization, this notification would allow the state to offer benefits and assistance to the service member and his or her family. They just completed a very successful four-month pilot.

USDVA Secretary Nicholson has announced that he is offering the State Benefits Seamless Transition Initiative to all states, territories, and the District of Columbia. This initiative is a promising extension of USDVA's own transition assistance for those leaving military service. It is also an opportunity to partner with the states to make long-term support possible for our most deserving veterans throughout the country. The California Department of Veterans Affairs (CDVA) has agreed to participate in this initiative and we are seeking your cooperation as these veterans transition back to their communities.

PROCEDURES

USDVA Procedures

The following procedure will be used when detailed USDVA staff stationed at ten Military Treatment Facilities* work with severely injured service members. The responsible VA employee will take the following steps:

- Ask the veteran/service member if they want to be contacted by the state veterans affairs office about state benefits.
- If yes, then get a signed consent, and
- Fax that consent to the designated state veterans affairs fax number.

California Procedures

The confidential fax is located in the VSD Chief's Office
Fax number: 916.653.2517

CDVA Headquarters

Upon receipt of a VA form 10-5345 the VSD secretary will:

1. Log the veteran's contact information into the tracking database.

2. Prepare and mail a "Thank you for your service" package using the customized Seamless Transition letter and including a "California Benefits You Have Earned" brochure.
3. Determine the local CVSO.
4. Contact the local CVSO to pass veteran contact information. Request that the CVSO make personal contact to offer assistance with obtaining benefits.
5. Contact the appropriate CDVA District Office with veteran information.
6. Retain the VA Form 10-5345 in office files.

CDVA District Office

Upon notification of a Seamless Transition veteran in their district:

1. Establish a tracking system to ensure contacts are tracked and to record activities.
2. Work with local CVSO to provide benefit assistance.
3. Facilitate resolution of any problems or issues with benefit processing/access.
4. Provide a quarterly report of all activities related to the Seamless Transition Initiative.

CVSO

Upon notification of a Seamless Transition veteran in their county:

1. Make phone contact with veteran or family to offer assistance and provide contact information.
2. Follow-up with a letter to veteran with contact information.
3. Provide assistance in obtaining any federal, state, or local benefits.
4. Advise CDVA district office of any problems or issues with benefit processing or access.
5. Make a follow-up contact at 90 days after the veteran enters the Seamless Transition program.

*Military Treatment Facilities (MTFs) are located at:

Walter Reed Army Medical Center, Washington, DC
National Naval Medical Center, Bethesda, MD
Brooke Army Medical Center, San Antonio, TX
Darnall Army Community Hospital, Ft. Hood, TX
Madigan Army Medical Center, Puget Sound, WA

Eisenhower Army Medical Center, Augusta, GA
Evans Army Medical Center, Ft. Carson, CO
Naval Hospital, Camp Pendleton, CA
Balboa Naval Hospital, San Diego, CA
Womack Army Medical Center, Ft. Bragg, NC

If you have any questions or do not wish to participate in this initiative, please contact this office at (916) 653-2573.



Jack Kirwan
Chief, Veterans Services Division

cc: Secretary Johnson
California Veterans Board
District Offices (Los Angeles, Oakland, San Diego)
VSD HQ Staff

This bulletin format will be used by the CDVA Veterans Services Division as a standard way of communicating information to County Veterans Service Officers. The objective is to provide a format that can be easily maintained by the CVSO. The first two digits in number of each Bulletin will show the year of issue, the following number indicates the consecutive number of the issue during the year.